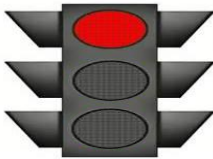
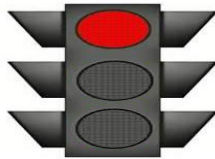


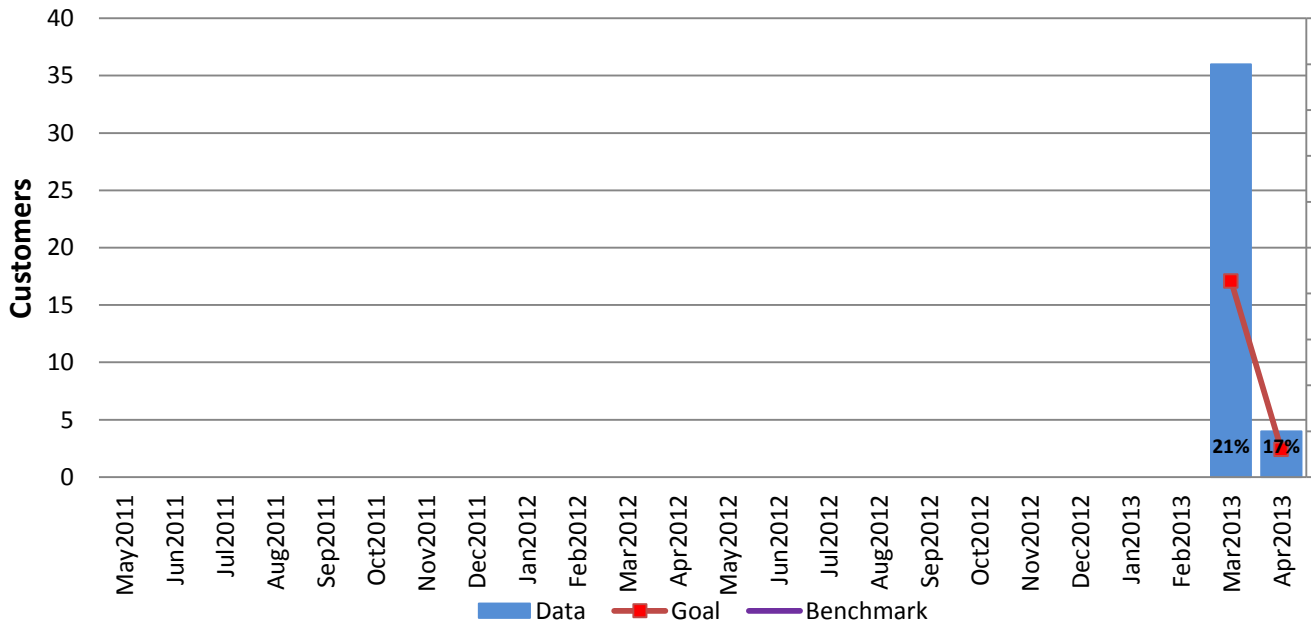
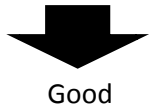
Dissatisfied Public Works Customers

Public Works & Assets

5/14/2013

Measurement method		Why measure?		What is our goal?	
The number of citizens that gave a total score less than 9 (or 60%) on the customer satisfaction survey		To determine how many customers are dissatisfied with Public Works and Assets		To have 10% or less customers dissatisfied	
How are we doing?					
May2012-Apr2013 Monthly Avg Goal	May2012-Apr2013 Monthly Avg		Apr2013 Goal	Apr2013 Actual	
10	20		2	4	
Customers	Customers		Customers	Customers	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

Dissatisfied Public Works Customers



LOUISVILLE METRO
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